Weekly Numbers:

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| Queue Time | 2019 | 2020 |
| Week 1 | 71 | 74.5 |
| Week 2 | 71 | 73 |
| Week 3 | 70 | 67 |
| Week 4 | 66 | 69 |
| Week 5 | 63 | 68 |
| Week 6 | 65 | 70 |
| Week 7 | 66 | 73 |
| Week 8 | 72 | 68 |
| Week 9 | 65.5 | 68 |
| Week 10 | 63 | 67 |
| Week 11 | 66 | 75 |
| Week 12 | 67 | 80 |
| Week 13 | 76 | 81 |
| Week 14 | 69 | 85 |
| Week 15 | 67 | 97 |
| Week 16 | 69 | 104 |
| Week 17 | 64 | 102 |
| Week 18 | 69 | 99 |
| Week 19 | 65 | 99 |
| Week 20 | 70 | 94 |
| Week 21 | 68 | 94 |
| Week 22 | 65 | 92 |
| Week 23 | 62 | 95 |
| Week 24 | 70 | 89 |
| Week 25 | 66 | 91 |
| Week 26 | 69 | 97 |
| Week 27 | 66 | 90 |
| Week 28 | 63 | 100 |
| Week 29 | 64 | 101 |
| Week 30 | 69 | 95 |
| Week 31 | 65 | 97 |
| Week 32 | 64 | 89.5 |
| Week 33 | 61.5 | 95 |
| Week 34 | 67 | 89 |
| Week 35 | 66 | 89.5 |
| Week 36 | 69 | 93 |
| Week 37 | 67 | 86 |
| Week 38 | 72 | 93 |
| Week 39 | 70 | 97 |
| Week 40 | 75 | 93 |
| Week 41 | 73 | 90 |
| Week 42 | 71 | 92 |
| Week 43 | 70 | 87 |
| Week 44 | 74 | 98 |
| Week 45 | 69 | 92 |
| Week 46 | 64 | 94 |
| Week 47 | 62 | 91 |
| Week 48 | 70 | 91 |
| Week 49 | 69 | 86 |
| Week 50 | 71 | 85 |
| Week 51 | 70 | 86 |
| Week 52 | 73 | 89 |
| Week 53 | 72 | 94 |

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| Dispatch Time | 2019 | 2020 |
| Week 1 | 42 | 43 |
| Week 2 | 42 | 41 |
| Week 3 | 35 | 34.5 |
| Week 4 | 30 | 34 |
| Week 5 | 28 | 29 |
| Week 6 | 24 | 39.5 |
| Week 7 | 42 | 49 |
| Week 8 | 42 | 33 |
| Week 9 | 39 | 36 |
| Week 10 | 35.5 | 33 |
| Week 11 | 38 | 43. |
| Week 12 | 41 | 66 |
| Week 13 | 59 | 53 |
| Week 14 | 42 | 46 |
| Week 15 | 41 | 73 |
| Week 16 | 38 | 65 |
| Week 17 | 35 | 64 |
| Week 18 | 45 | 67 |
| Week 19 | 41 | 51 |
| Week 20 | 39 | 64 |
| Week 21 | 36 | 50 |
| Week 22 | 33 | 45 |
| Week 23 | 42 | 57 |
| Week 24 | 46 | 51 |
| Week 25 | 29 | 50 |
| Week 26 | 47 | 68 |
| Week 27 | 38 | 58.5 |
| Week 28 | 39 | 73 |
| Week 29 | 37.5 | 72.5 |
| Week 30 | 38 | 59 |
| Week 31 | 45 | 86 |
| Week 32 | 40 | 69.5 |
| Week 33 | 34 | 58 |
| Week 34 | 38 | 69.5 |
| Week 35 | 27 | 60.5 |
| Week 36 | 40.5 | 56.5 |
| Week 37 | 33 | 50 |
| Week 38 | 54 | 61 |
| Week 39 | 36 | 90 |
| Week 40 | 43 | 76 |
| Week 41 | 55 | 62 |
| Week 42 | 44.5 | 60 |
| Week 43 | 46.5 | 66 |
| Week 44 | 51 | 70 |
| Week 45 | 47 | 67 |
| Week 46 | 34 | 69.5 |
| Week 47 | 34 | 66 |
| Week 48 | 40 | 52 |
| Week 49 | 34 | 54 |
| Week 50 | 44 | 51 |
| Week 51 | 40 | 46 |
| Week 52 | 46 | 51 |
| Week 53 | 33.5 | 48.5 |

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| Call Time | 2019 | 2020 |
| Week 1 | 106 | 141 |
| Week 2 | 105 | 125 |
| Week 3 | 103 | 111 |
| Week 4 | 98 | 114 |
| Week 5 | 101 | 107 |
| Week 6 | 94 | 107.5 |
| Week 7 | 103 | 118 |
| Week 8 | 112 | 107 |
| Week 9 | 94 | 108 |
| Week 10 | 99 | 101 |
| Week 11 | 103 | 117 |
| Week 12 | 105 | 134 |
| Week 13 | 115 | 142.5 |
| Week 14 | 110 | 160 |
| Week 15 | 105 | 195 |
| Week 16 | 101 | 193 |
| Week 17 | 97 | 197 |
| Week 18 | 100.5 | 181 |
| Week 19 | 100 | 178 |
| Week 20 | 104 | 168 |
| Week 21 | 106 | 164 |
| Week 22 | 98 | 154 |
| Week 23 | 94.5 | 163 |
| Week 24 | 104 | 155 |
| Week 25 | 97 | 172 |
| Week 26 | 105 | 165 |
| Week 27 | 95 | 172 |
| Week 28 | 98.5 | 167 |
| Week 29 | 101 | 174 |
| Week 30 | 116 | 163 |
| Week 31 | 103 | 176 |
| Week 32 | 100 | 163.5 |
| Week 33 | 102 | 168 |
| Week 34 | 112 | 175 |
| Week 35 | 110 | 160.5 |
| Week 36 | 112 | 171.5 |
| Week 37 | 112 | 158 |
| Week 38 | 122 | 169 |
| Week 39 | 119 | 168 |
| Week 40 | 128 | 190 |
| Week 41 | 123 | 162 |
| Week 42 | 127 | 174 |
| Week 43 | 130.5 | 172 |
| Week 44 | 127 | 187 |
| Week 45 | 118 | 180 |
| Week 46 | 107 | 179.5 |
| Week 47 | 102 | 170.5 |
| Week 48 | 126 | 177.5 |
| Week 49 | 116 | 164 |
| Week 50 | 123.5 | 164 |
| Week 51 | 120 | 160.5 |
| Week 52 | 129.5 | 167 |
| Week 53 | 116 | 172.5 |

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| Processing Time | 2019 | 2020 |
| Week 1 | 137 | 144.5 |
| Week 2 | 138 | 141 |
| Week 3 | 126 | 119.5 |
| Week 4 | 116.5 | 126 |
| Week 5 | 116 | 118 |
| Week 6 | 110 | 137 |
| Week 7 | 139 | 149 |
| Week 8 | 139 | 120 |
| Week 9 | 133 | 123 |
| Week 10 | 120 | 123 |
| Week 11 | 127 | 141 |
| Week 12 | 135 | 177 |
| Week 13 | 164 | 160 |
| Week 14 | 138 | 156 |
| Week 15 | 128 | 209 |
| Week 16 | 129 | 197 |
| Week 17 | 125 | 191 |
| Week 18 | 139 | 201 |
| Week 19 | 127 | 179 |
| Week 20 | 134 | 186 |
| Week 21 | 131 | 164 |
| Week 22 | 122 | 165 |
| Week 23 | 122.5 | 180 |
| Week 24 | 138.5 | 175.5 |
| Week 25 | 119.5 | 174 |
| Week 26 | 146.5 | 199 |
| Week 27 | 131 | 187 |
| Week 28 | 132 | 207 |
| Week 29 | 131.5 | 206.5 |
| Week 30 | 129.5 | 187 |
| Week 31 | 133 | 222 |
| Week 32 | 131 | 188 |
| Week 33 | 119 | 182 |
| Week 34 | 135 | 192 |
| Week 35 | 117 | 182 |
| Week 36 | 136 | 183.5 |
| Week 37 | 125 | 166 |
| Week 38 | 159 | 200 |
| Week 39 | 138 | 237 |
| Week 40 | 147 | 212 |
| Week 41 | 154.5 | 185 |
| Week 42 | 133 | 186 |
| Week 43 | 147 | 199 |
| Week 44 | 155 | 209 |
| Week 45 | 138 | 200.5 |
| Week 46 | 124 | 193.5 |
| Week 47 | 116 | 198.5 |
| Week 48 | 134 | 177.5 |
| Week 49 | 128 | 175 |
| Week 50 | 133 | 160 |
| Week 51 | 135 | 150 |
| Week 52 | 147 | 171 |
| Week 53 | 123 | 173 |